



**Faculty of Business
Leeds University Business School**

Student Education Service Assistant (Attendance Monitoring and Programme Support)

Leeds University Business School is a leading business school, with over 2000 students from around the world. The School is accredited by AMBA and EQUIS and is ranked in the world's top 100 Business Schools. This role focuses on supporting student education processes. The role will primarily be responsible for the attendance monitoring process for undergraduate students.

Working within a team of professional student education services staff who support the School's undergraduate students and programmes, you will be required to work flexibly, moving area of work as necessary to respond to workload peaks. This role provides opportunities for cross team working and continued professional development. You will work collaboratively with team members within the Business School, with other Faculties and Central Services.

As part of the Undergraduate Office function within the Business School, you will have excellent attention to detail, operating effectively and efficiently as part of a busy, student focused team. Operating across the Undergraduate professional support and academic teams you will be required to work with a variety of colleagues, from academic teaching staff to professional support staff.

Flexibility and adaptability are key to this role, as it is likely that the role will evolve to meet changing priorities within the Student Education Service. You should be a competent administrator, have excellent IT skills, and be proficient in the use of Microsoft Office applications. Excellent organisation skills, the ability to work to conflicting deadlines, problem solving and to be pro-active is essential for this role.

University Grade 4 (£18,301- £20,781 p.a.)

Informal enquiries may be made to Debbie Senior, tel +44 (0)113 343 0520, email d.senior@leeds.ac.uk

If you have any specific enquiries about your online application please contact the Faculty HR Team: jobs@lubs.leeds.ac.uk

Closing Date: 22 February 2015

Interviews are expected to be held on 11 March 2015

Ref: LUBSC1022

**Click here for further information about working at the University of Leeds
www.leeds.ac.uk/info/20025/university_jobs**

Job Description

Responsible to: Undergraduate Education Service Manager

Reports to: Senior Education Service Officer: Student Support

Main duties and responsibilities

The points below provide a framework for the role and should not be regarded as a definitive list of duties and responsibilities, which may develop and change over time. This job description will be reviewed regularly as part of the annual Staff Review and Development Scheme (SRDS) process.

Attendance

- Maintain and administer the Business School's Student Attendance Monitoring process, following clear guidelines and procedures.
- Proactively assist in the development and improvement of the attendance system and office systems to deliver an effective and robust attendance monitoring procedure.
- Assist academic staff in the use of the attendance monitoring systems.
- Produce monthly statistical attendance reports using excel spreadsheets.
- Maintain accurate, up to date information and databases in relation to attendance monitoring. Ensure information is shared as appropriate.
- Act as the first point of contact for communication from students regarding non-attendance and arrange and meet with students regarding their absences.
- Arrange follow-up attendance action meetings with appropriate staff.
- Report outcomes of the attendance meetings to the Senior Programmes Officers
- Issue formal warnings, copying letters to the Programme Directors, Personal Tutors and central Student Cases Team as appropriate.
- Support and assist in the cross-referencing of attendance issues with mitigating circumstances and student support team.

Student Support

- Provide administrative support to the Student Support Officer as required.
- Maintain records within the Undergraduate Student Support Database and other University information systems such as Banner.
- Act as a point of contact for students experiencing difficulties arising from medical or adverse personal circumstances, referring to the Student Support Officer as necessary and/or signposting to other areas of support as appropriate.
- Administer the Student Support email inbox, answering queries and referring on to appropriate colleagues when necessary.

- Maintain information on and develop the Undergraduate Current Student website and social media activities (Facebook and Twitter).
- Support the Induction process for new students and returning students' refresher sessions, including providing relevant information when required on student support services.
- Assist with the module enrolment process.

PASS (Peer Assisted Study Scheme)

Support PASS programme in the Business School by:

- liaising with PASS Leaders and Personal Tutors as required
- administer the recruitment and training activities for student PASS Leaders
- proactively promoting the PASS scheme in the Business School
- in conjunction with the Student Support Officer, organise and deliver PASS information sessions during Induction, along with celebration events and activities throughout the year
- supporting the attendance monitoring process of the PASS sessions, including recording all registers
- Coordinating PASS de-brief sessions with the Timetabling Officer, Student Support Officer and Personal Tutors.

Student Scholarship Scheme

- Assist the Student Support Officer with the administration of the UG Student Scholarship scheme.
- Maintain the Scholarship records and ensure all relevant paperwork is accurate, up to date and received by the students in a timely manner.
- Ensure that all relevant paperwork is received from the students and liaise with the Finance team for payment.

General

- Provide cover for the Undergraduate Receptionist for lunch breaks, and annual leave and at other designated busy periods throughout the year.
- Attend and contribute to team meetings and take part in School/other groups as required.
- Attend University training courses as necessary.
- Any other duties as may reasonably be required, consistent with the grade of the post.

Career Expectations

The University of Leeds is committed to developing its staff. All staff participate in the Staff Review and Development scheme and we continue to work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - <http://jobs.leeds.ac.uk> - to allow staff to apply for wider career development opportunities.

University Values

All staff are expected to operate in line with the University's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>.

Person Specification

Essential

- Proficient in the use of all Microsoft applications (or similar), especially Excel and including Word, PowerPoint and Access, with an ability to work effectively with information systems.
- Experience of working in a busy office environment.
- Able to respond professionally to requests for information or enquiries from staff and/or students.
- Evidence of ability to work to a high level of accuracy and attention to detail.
- Evidence of working in line with agreed practices and procedures and of ability to solve problems and improve processes.
- Effective organisational skills with an ability to plan and prioritise work with limited supervision.
- Evidence of ability to work as an effective member of a team, but also be able to work responsibly on own initiative.
- Ability to maintain a positive and professional attitude in the face of unexpected and stressful situations.
- Evidence of excellent interpersonal skills, communication skills and telephone manner.
- Ability and willingness to inform, persuade, negotiate and influence others in a helpful and professional manner.
- Evidence of ability to manage confidential information in an appropriate manner and with an awareness of relevant legislation in this area.
- Proactive, able to work flexibly across areas as required.
- A commitment to ongoing personal development and training.

Desirable

- Ability to demonstrate strengths derived from working within a Higher Education environment.
- Experience of providing effective administration in a similar role.
- An enthusiasm and commitment for delivering an exceptional student experience.
- Experience with use of Banner or similar student database system.
- Experience in a customer focussed environment.

Additional Information

The University offers generous terms and conditions of employment, a wide range of benefits, services, facilities and family friendly policies. Full details are available on the Human Resources web pages accessible at www.leeds.ac.uk/hr

The Partnership

The Partnership has been developed by students and staff and describes the mutual expectations of us all as members of the University of Leeds community. More information about the Partnership is available at <http://partnership.leeds.ac.uk>

Disclosure and Barring Service

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at disclosure@leeds.ac.uk.

Disabled Applicants

The post is located in the Maurice Keyworth Building. Disabled applicants wishing to review access to the building are invited to contact the department direct. Additional information may be sought from the Recruitment Officer, email disclosure@leeds.ac.uk or tel + 44 (0)113 343 1723.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.